

17.4.16

Hello Di,

I just wanted to write and make my views known for your meeting Monday. I don't mind if you submit this at the meeting, and if anyone else reads it.

I am still in a bit of a daze at the moment, as are all family members. This is not something we thought we would ever have to deal with.

I always thought mum would live out her final years being happy and safe.

I am on facebook a lot, and I always see how others are concerned about the lack of care for their parents at different facilities. I tell them to check out Bayview. Only last week I told a friend that I would give them a tour.

I still believe it is the best place, so will only tell my closest friends what happened.

I wish I would have taken mum more seriously now, as she had never complained about any staff member until about six months ago.

I will call the offender **UA**, as I don't like hearing his name now. **UA** was a favourite of mums for the first couple of years at Bayview. Gradually I saw less and less of him. About six months ago, I asked mum if he still worked there.

Her reply was - unfortunately yes, he has been away, but since he came back he has been nasty - I dismissed this, as mum had been a bit grumpy lately. Then a couple of months ago I asked her if she had seen him. She said that he was being nasty to everyone. I said that he would be okay with her, and



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mum replied - YES, IF YOU DO AS YOU'RE TOLD I felt a little uneasy about this, but still didn't want to believe anything was wrong. As soon as I was told it was a regular staff member, I asked if it was him. Mum said she was waiting for a couple of friends (I don't know if they were real or imagined) to walk with her to the dining room.

**UA** insisted she go with him but she refused. She said he started shouting and saying horrible things to her (I am crying as I write this). Then he stomped on her clothes and slapped her face. She said she was frightened and started screaming. Now, the staff member who came in would have known that he did something to cause this. The red mark was still on her face the first time I saw and she said it was sore. She was terrified. Staff assured her that he wasn't in the building, but she kept saying - are you sure he can't get in. She kept on asking me to lock her door and windows, it was heartbreak. I don't care what excuse he offers, because there is none. It wasn't just a spur of the moment slap, it was three things. The verbal abuse, the stamping on the clothes and the slap. I did my training in three nursing homes. I was thrown into high care Dementia. I have been spat on, abused and pushed, but even with proper training, I would never abuse an elderly person no matter what. Mum wasn't in high care, she has always been a calm non



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violent person and never hurt anyone in her life, I was never even smacked. Of course I know that she has been a bit difficult and grumpy. But for the last few months, everyone has been saying how great she has been.

I have been taking her out in the car, and I can't believe how talkative she has been with everyone, and then this happens.

I know this is hard for you and the staff who have worked with him for years and formed a bond. I know people tend to close ranks on their own, but they should stop and think - What if it was their parent?

Mum shouldn't have to go to her grave remembering that this happened to her, and I shouldn't have to constantly go over it in my head. The police were right, it is one person's word against another, so he can't be charged.

Poor mum, when my brother went in last night, she said - you don't have to worry, the Police came and put him in jail so he can't hurt anyone again. (if only that were so simple)

I believe he should be sacked, because it is unacceptable for a person in charge of the well being of a resident, to do what he did, especially when it was completely unprovoked. It isn't good enough for him to continue at Bayview, even in a different section. He shouldn't have any access to mum whatsoever, who knows what he is capable of.



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I suppose it will be like the Catholic priests who are moved on to offend elsewhere.

I know this is hard for you Di, but this is a very serious matter.

If he ends up under the same roof as mum, I will have to remove mum, and I would make it known to everyone why. I don't want to do this, because mum loves it there, and it would have a bad effect on her, but it would be worse if he were in the same building.

Sorry for the long letter, but mum's welfare is my number one priority. Again I say that I can't speak highly enough of the rest of the staff who are incredible with mum.

I work Mondays and Tuesdays with children, and as I am their sole carer, it is hard to take phone calls. I can take a quick call about the outcome of the meeting, or text messages or talk at length after 6-30pm if you want to.

sincerely

